CQUBE SE12

USER MANUAL

UM_EN

Part No.: 1764155_01

COFFEE QUEEN ORIGINAL

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Some important information may appear in textboxes seen below

IMPORTANT!
INFO.

CAUTION!
INFO.

More INFO.

Note INFO.

Introduction

Thank you for choosing a CQube SE12 espresso vending machine.
We hope you enjoy it !

- Read the user guide before using the machine.
- This guide contains important instructions for proper and safe use of the vending machine.
- Always keep this guide close at hand for future reference.

Warnings

- Never immerse the machine, plug or mains cable in water because there is a danger of electric shock.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- Do not use the machine if the mains cable, plug is damaged or the machine has fallen down.
- If the mains cable is damaged it must be replaced by the manufacturer, service agent or similarly qualified persons in order to avoid a hazard.
- Only plug the machine into a properly installed earthed safety socket whose line voltage matches the technical data for the machine.

Precautions

- Do not use the machine outdoors so it can be exposed to weather (rain, snow, frost). It will cause material damage to the machine.
- Do not try to open the machine or repair it in any way. To avoid danger only have the machine repaired in a technical workshop, Service Centre or by a qualified person.
- Remove the mains cable from the socket when the machine is not in use for longer periods. To do this, pull the plug not the cable.
- This appliance must be placed in a horizontal position which is resistant to any water that may leak.
- Place the machine out of the reach of children.
- Position the mains cable so that people cannot trip over it. Keep it away from sharp edges and heat sources.
- The new hose-sets supplied with this appliance are to be used, old hose-sets must not be re-used.
- This appliance is not suitable for installation in an area where a pressure washer may be used.
- This appliance must not be cleaned with a pressure washer.

Intended use

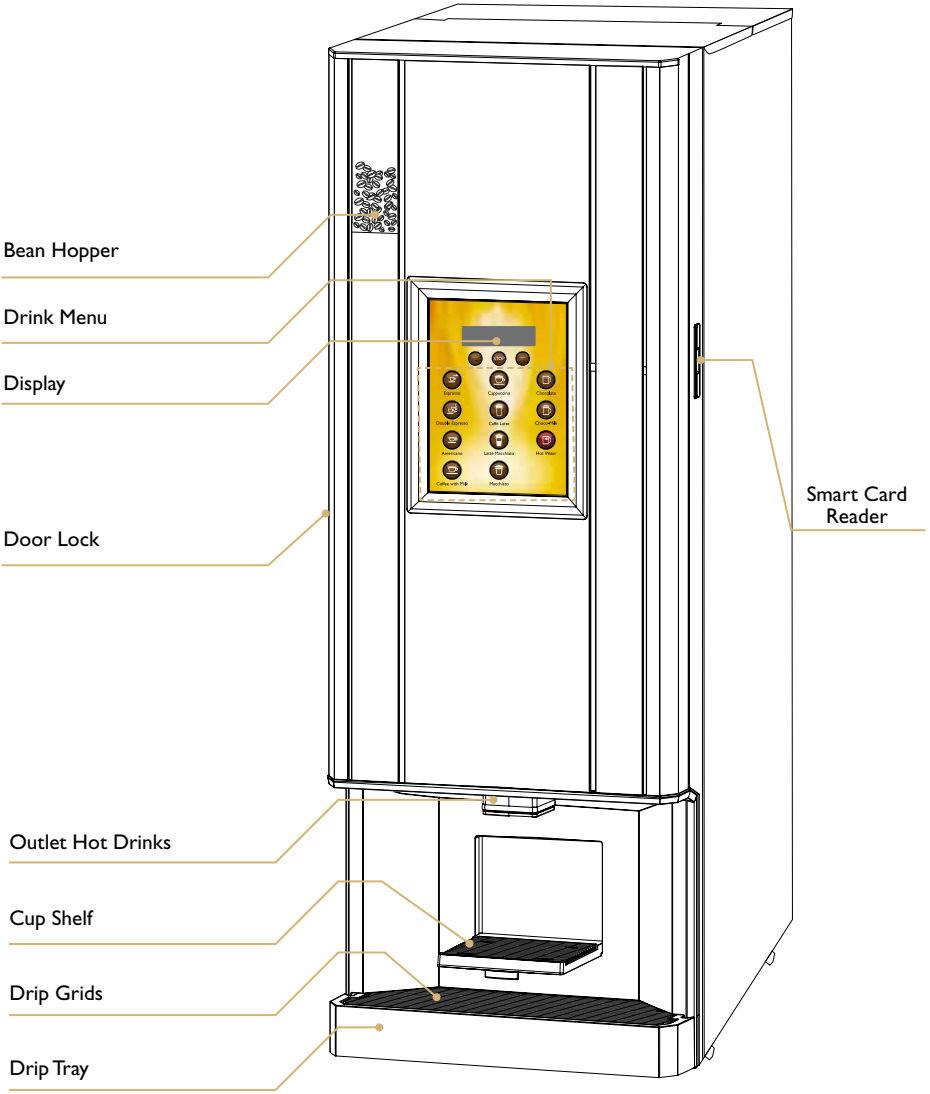
- This appliance is intended to be used in household and similar applications such as:
  - Staff kitchen areas in shops.
  - Offices and other commercial working environments.
  - On agricultural estates.
  - By clients in hotels, motels and other residential type environments.
  - Bed and breakfast type environments.
- For the optimal performance of the machine these parameters shall not be exceeded:
  - Maximum permissible inlet water pressure : 800KPa (8Bar)
  - Minimum permissible inlet water pressure: 200KPa (2Bar)
  - Maximum working temperature: 40 °C
  - Minimum working temperature: 10 °C

Facts & weight

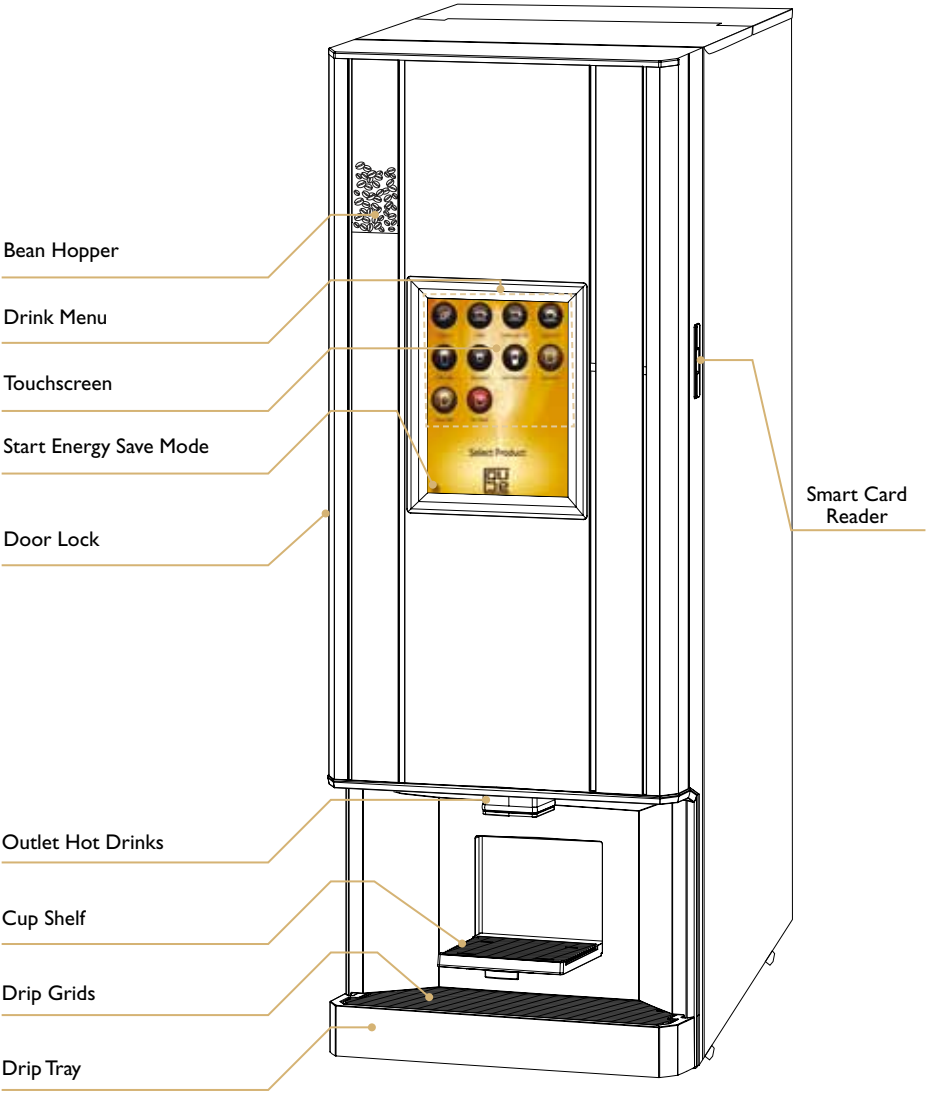
FACTS	CQUBE SE12
Touchscreen	Option
Drink options	1-12
Function for selecting jug	Yes
Grinder type	1 x EK-7
Number of bean hoppers	1
Number of ingredient canisters	2
Brewer type	Espresso
Espresso pump type	Vibration pump
Drip tray size	0.5L
Waste box	~ 200 espresso pucks
Base cabinet	Option
Tank volume	1.8L
Espresso boiler	0.7L
Power supply	220-230VAC/2200W 50-60Hz
Water connection	1/2" external thread
Water filter	Option
Height, Width, Depth	818, 290, 532mm

MODEL/NAME	WEIGHT
CQube SE12	37kg
Base cabinet	25kg

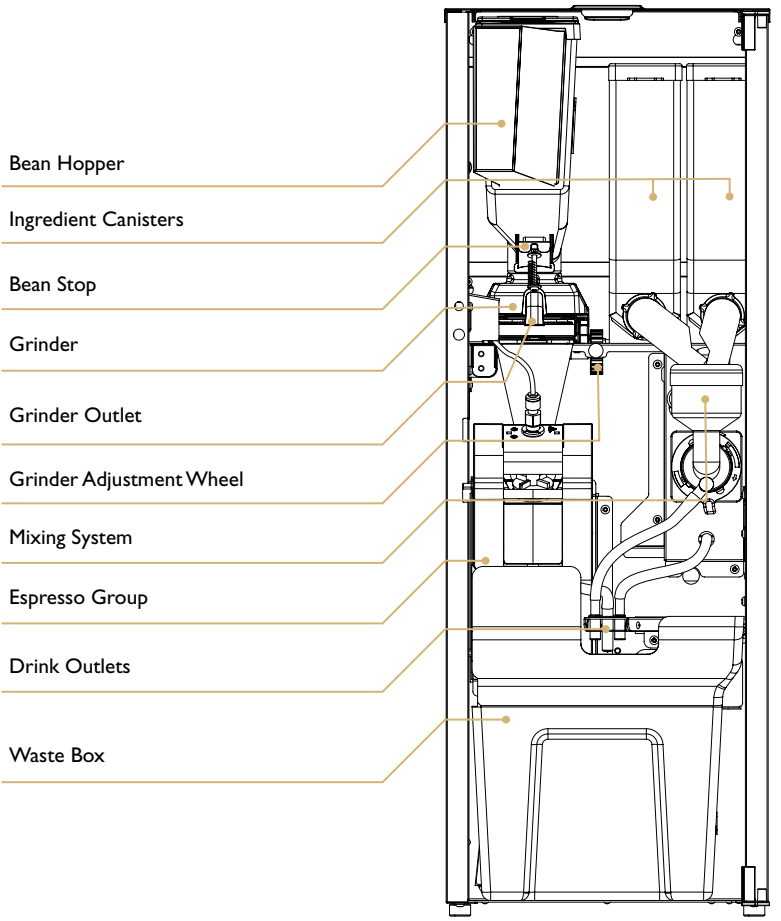
Front exterior(Membrane switch)



Front exterior(Touchscreen)



Front interior



Ingredient canisters

DETAIL	INGREDIENTS	WIDTH	DEPTH	HEIGHT	CAPACITY	CUPS/UNIT
Hopper	Beans	----	----	----	1.25kg	~175 cups
Canister	Chocolate	64mm	180mm	250mm	1.77kg	~90 cups
Canister	Topping	64mm	180mm	250mm	1.45kg	~120 cups

Membrane switch navigation

Press the BACK button if you want to leave the submenu and go back in the menu.

Press the ENTER button to select a menu function, confirm a set value or a setting.

Press the MINUS button if you want to decrease a value or go back in the menu.

Press the STOP button if you want to return to the start menu.

To activate energy saving mode press and hold the STOP button for 5 seconds. Display will show Energy Saving Mode.

You can abort jug process by pressing STOP.

To return to normal mode press and hold the STOP button for 5 seconds while the machine is in energy saving mode.

Press the PLUS button if you want to increase a value or go forward in the menu.

ENERGY SAVING MODE	The machine reduces the temperature in the water tank to 65°C.

Touchscreen navigation

Choose drink type by pressing the icon on the touchscreen.

BACK — Press the BACK button if you want to leave the submenu and go back in the menu.

ENTER — Press the ENTER button to confirm a set value or a setting. Confirm the new setting by pressing the E-button.

START — Press START button to confirm drink choice.

STOP — Press the STOP button if you want to return to the start menu.

Press the MINUS button for choosing Strength / Volume of the drink.

Press the PLUS button for choosing Strength / Volume of the drink.

To activate energy saving mode press the power icon on the display.

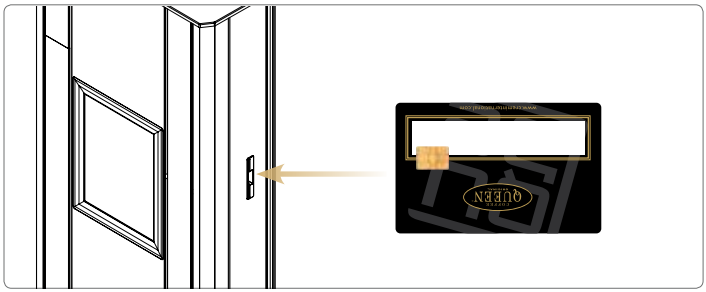
ENERGY SAVING MODE	The machine reduces the temperature in the water tank to 65°C.

User card

Face

Back

- User card
  Is used for cleaning and see counter settings. User card is supplied by your dealer.



- Insert the user card with the chip upwards as in the figure above.

For the membrane switch

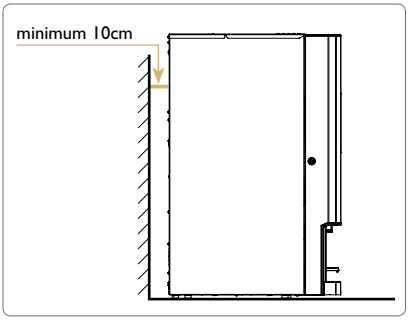
The display will show the Service Menu, Jug Beverage and you can now browse forwards through the menu.

For the touchscreen

The touchscreen will show the service menu, you can now browse forward by touching these icons.

- To use the machine again remove the user card and store it in a safe place.

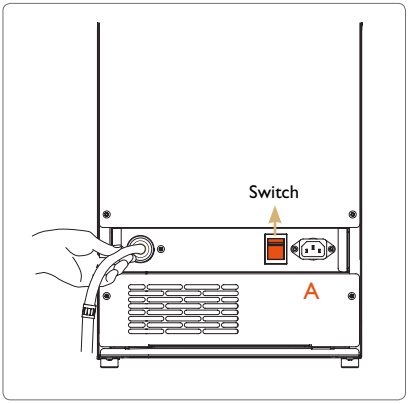
Positioning



- Place the machine on a flat horizontal surface that will support the weight of the machine.

Note	Make sure air is able to circulate behind the machine (minimum 10cm).

Machine startup procedure

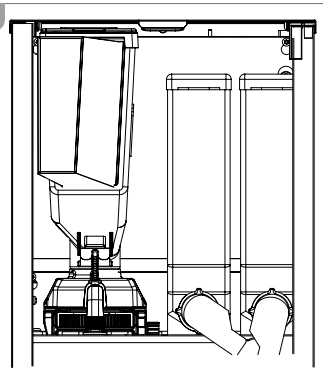


- Connect the water to the top cabinet on the machine.
- Connect the supplied water hose to the cold water connection using a ½" R-connection. When pushing the machine into position make sure there is no interference to the hose to ensure proper water flow.
- If the inlet hose is new, flush the system with water first to remove copper shavings. These can damage the inlet valve.
- The new tube set supplied with the appliance must be used. Old tubes may not be re-used. Connection to a closable valve is recommended.
- Min. water pressure; 2 bar (200kPa).
- Max. water pressure: 8 bar (800kPa).
- Open the water tap.
- Connect the mains cable to the machine (A) and insert the plug to a earthed wall socket.
- Switch on the power switch on the rear of the machine. See figure.
- The display indicates **Low Water Level Press Enter Key** Press the / ENTER button.
- The main water tank will now automatically fill with 1.8 litres of water. Simultaneously the espresso water system will start to fill up. When espresso system is full, some water will be dispensed into the drip tray.
- Once the heating is complete, "Low temperature" text will disappear from the display. The banner will start to alternate between "ESPRESSO DRINKS" and "SELECT PRODUCT".

Note	Default temperatures: Water tank = 96°C, Espresso boiler =98°C

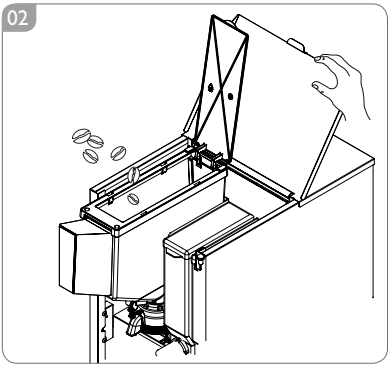
Fill ingredient canister and bean hopper

01



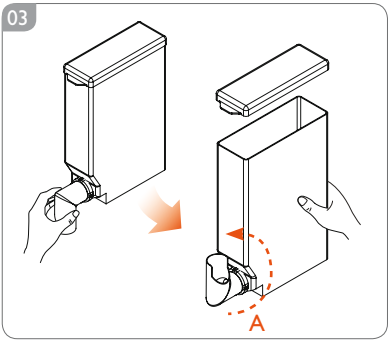
▼ Lift the lid and fill the bean hopper with freshly roasted coffee beans without additives.

02

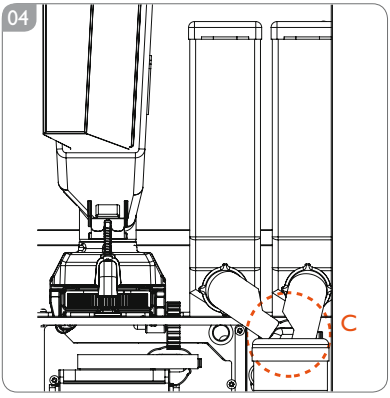


◀ Remove the ingredient canisters to avoid spilling in the machine and fill with ingredients.
When filling the ingredients, keep the opening of the canister chute upwards (A).

03

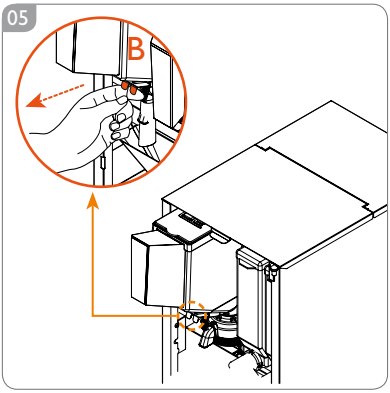


04



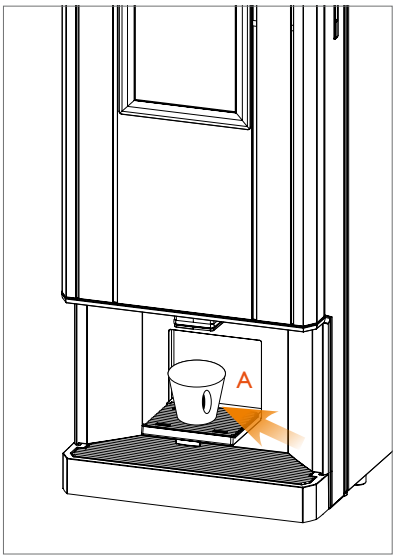
▲ Reassembly canisters.
When placing the ingredient canisters, Ensure that the openings of the canister chutes point down toward the mixing bowl (C).

05



▲ Open the bean stop (B) on the bean hopper.
The machine is ready to use.

Brewing a cup of espresso (Membrane switch)



- Place a cup under the outlet for hot drinks.(A)
- The strength of the drink is set to default. If you would like to increase or decrease the strength then follow the steps in the section below.

  Stronger drink, Press the button

  or

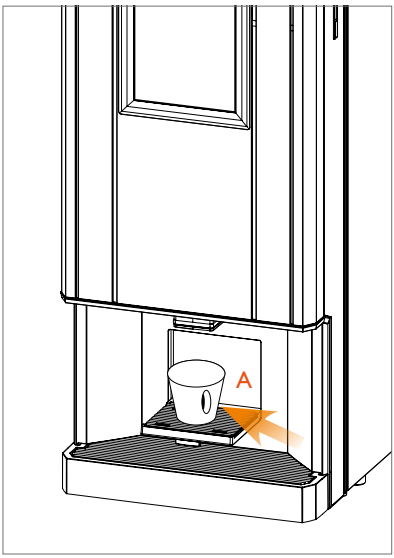
  Weaker drink, Press the button

- Select espresso by pressing the espresso button

  The display shows: **Please wait...** and the cup light goes on.

- Wait until the cup light switches off and the text **Please wait...** has disappeared from the display before removing the cup.

Brewing a cup of espresso (Touchscreen)



- Place a cup under the outlet for hot drinks. (A)
- Choose drink by pressing the drink button on the display.
- The strength of the drink is set to default. If you would like to increase or decrease the strength then follow the steps in the section below.

  Stronger drink, Press the button

  or

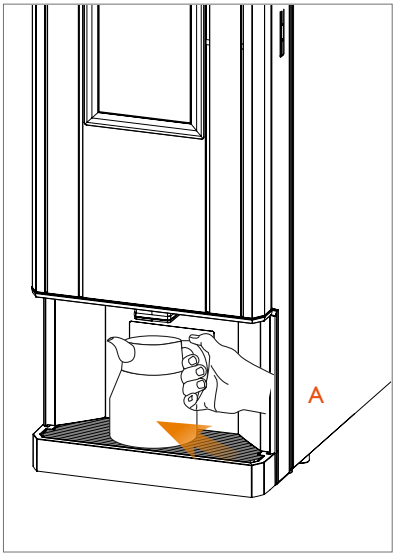
  Weaker drink, Press the button

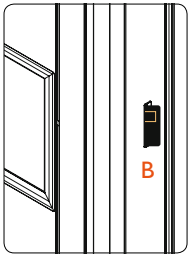
- Confirm drink by pressing the button

  The display shows: and the cup light goes on.

- Wait until the cup light switches off and the animation has disappeared from the display before removing the cup.

Brewing a jug (Membrane switch)



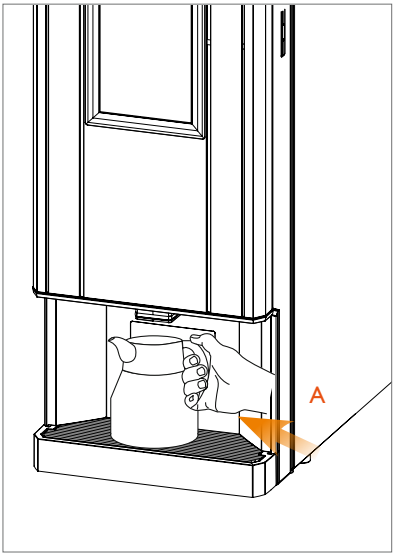


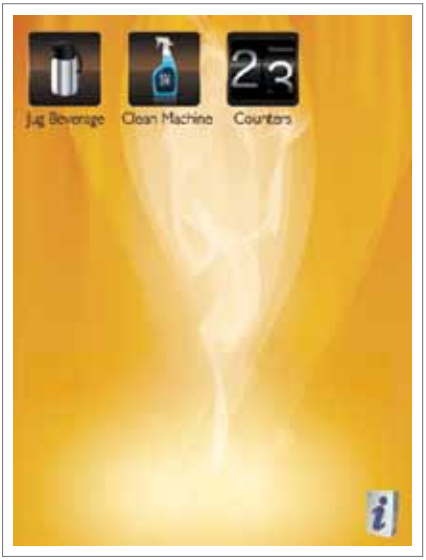
- Lift up the cup shelf and put a jug under the outlet for hot drinks(A).
- Insert user card in the card reader(B)
- The display shows **Service Menu** / **Jug Beverage**
- Press the button.
- Change the number of cups you want to brew in your jug (6 cup brewing is the default setting.) with or button.

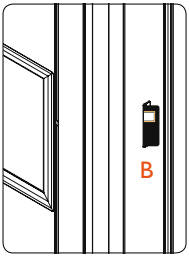
  Brewing is possible for up to 12 cups or down to 1 cup.
- Press the button for chocolate.
- Wait until the cup light switches off and the message **Please wait...** has disappeared from the display before removing the jug.
- You can abort the jug process by pressing STOP button any time during the process, it will finish the drink in process before complete stop.
- Remove user card.

Note	If no selection is made, remove the user card to abort. Machine jumps back to normal mode.

Brewing a jug (Touchscreen)







- Lift up the cup shelf and put a jug under the outlet for hot drinks(A).
- Insert user card in the card reader(B).
- The display shows as in the figure above.
- Press
- Change the number of cups you want to brew in your jug With or button. (6 Cup brewing is the default setting. Brewing is possible for up to 12 cups or down to 1 cup.)
- Remove user card, drinks that are avalible for brewing jug now appears.
- Choose drink by pressing drink button you want.
- Press the START button to start dispensing coffee.
- Wait until the cup light switches off and the message

has disappeared from the display before removing the jug.

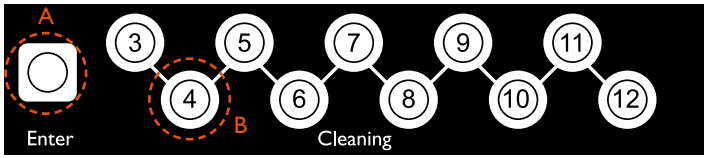
Note	If no selection is made, remove the user card. To stop press the STOP button.

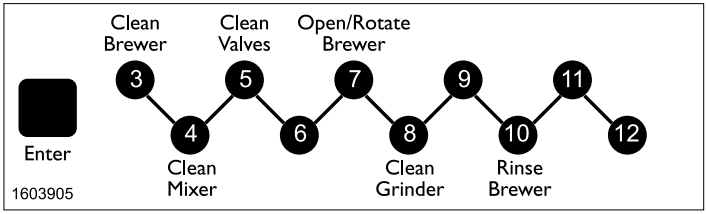
Automatic Cleaning

Clean mixer

Cleaning means rinsing with water and rotating the whipper.

Cleaning of the mixing bowl should be performed once per day.





For touchscreen C

D

For membrane switch

- Open the door.
- Press ENTER on the cleaning panel inside the door. (See fig. A)
- Cleaning Hot key appears on the display (cleaning panel is now active).

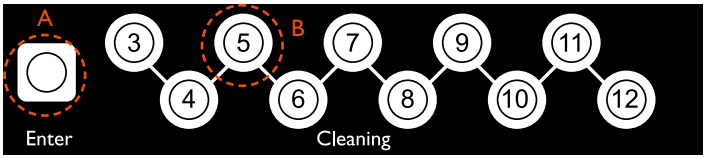
  the display shows: see fig. C or D.
- Put a container that holds at least 0.5 litres under the outlet for hot drinks.
- Press button (4) on the cleaning panel. (See fig. B)
- The machine will now clean the mixing bowl for 5 seconds.
- Close the door to exit cleaning mode and return to normal mode.

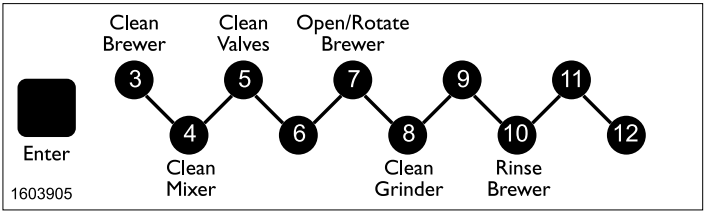
Note	Repeat the cleaning procedures 2-3 times to get a better cleaning effect.

Automatic Cleaning

Clean vlaves

Cleaning entails that the valves "knock" off any lime scale and other particles that may get stuck in the cylinders and flushing them with water.





For touchscreen C

D

For membrane switch

- Open the door.
- Press ENTER on the cleaning panel inside the door. (See fig. A)
- Cleaning Hot key appears on the display (Cleaning panel is now active).

  the display shows: see fig. C or D.
- Put a container that holds at least 0.5 litres under the outlet for hot drinks.
- Press button (5) on the cleaning panel. (See fig. B)
- The machine will now clean the dispenser valves for 5 seconds.
- Close the door to exit cleaning mode and return to normal mode.

Note	Repeat the cleaning procedures 2-3 times to get a better cleaning effect.

Automatic Cleaning

Clean brewer

Total cleaning time about 5 minutes. Espresso cleaning tablets are avalible from your dealer: Product no. 1104171

IMPORTANT!
After cleaning of the espresso group is completed, dispense a cup of coffee and discard it to remove cleaning agent remains in the filter and brew chamber.

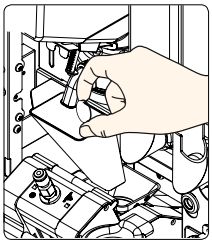
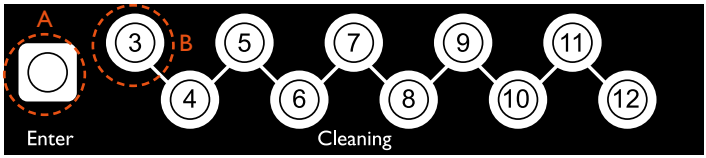
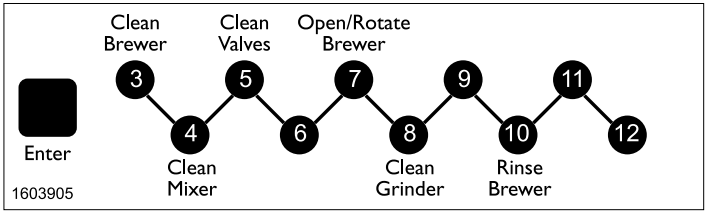


Fig.E





For touchscreen C

D

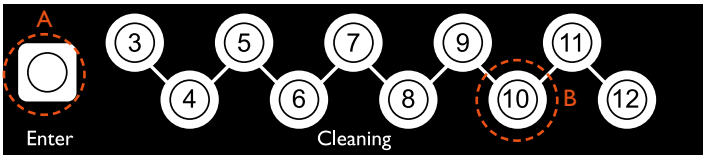
For membrane switch

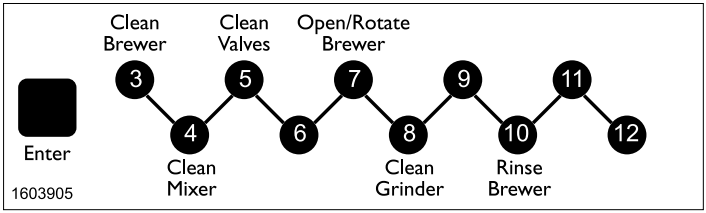
- Open the door.
- Press ENTER on the cleaning panel inside the door. (See fig. A)
- Cleaning Hot key appears on the display (cleaning panel is now active).
- the display shows: see fig. C or D.
- Put a container that holds at least 1 litres under the outlet for hot drinks.
- Press button (3) on the cleaning panel. (See fig. B)
- Display indicates: Place jug, Press ENTER to start
- Put a cleaning tablet in espresso group. (See fig. E)
- Press ENTER on the cleaning panel to start the cleaning process.
- Display indicates: Preparing Espresso group, Please Wait.
- Display indicates: Cleaning Espresso group, Time Left 60s. The machine counts down from 60 seconds.
- Display indicates: Rinsing Espresso group, Cycles left 3.
- Display indicates: Cleaning hot key when the cleaning is complete.
- Close the door to exit cleaning mode and return to normal mode.

Note	When the cleaning agent has been added, the process must not be interrupted but be allowed to run its course.

Automatic Cleaning

Rinse brewer





For touchscreen C

D

For membrane switch

- Open the door.
- Press ENTER on the cleaning panel inside the door. (See fig. A)
- Cleaning Hot key appears on the display (cleaning panel is now active).
- the display shows: see fig. C or D.
- Put a jug or container for at least 200ml at the brewer outlet.

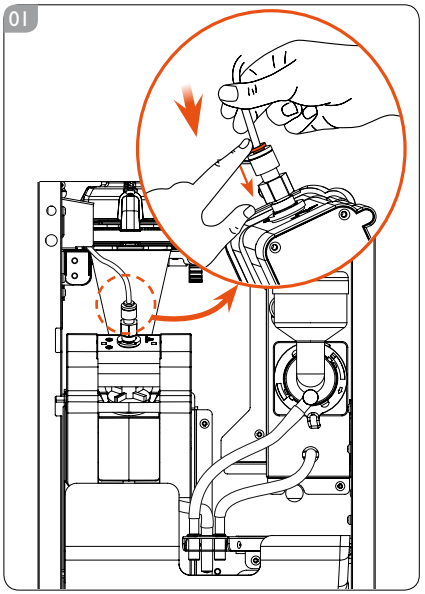
When machine is fitted with espresso brewer it will close the brewer and rinse the unit with 50ml hot water, then it will go back to home position.

- Press button (10) on the cleaning panel to start rinse. (See fig. B)
- When rinsing is complete you can repeat this process 2-3 times when

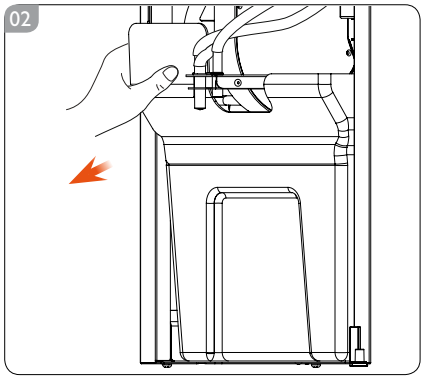
  Cleaning Hot key is shown in display to get a better effect.
- Close the door to return to normal mode.

Weekly cleaning

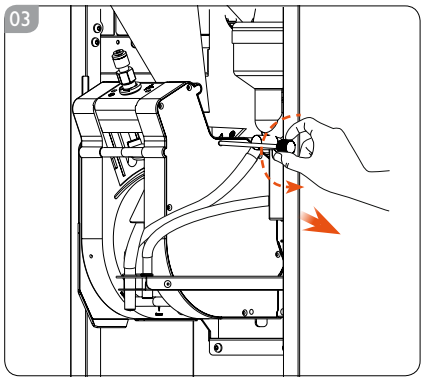
Disassemble the espresso group



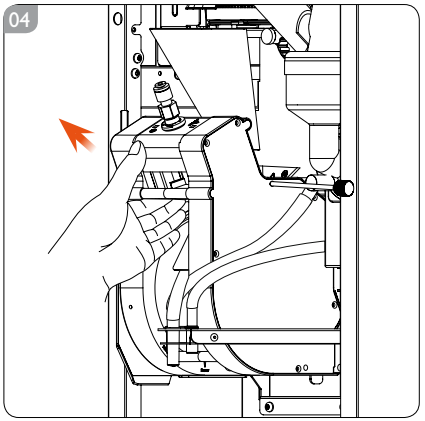
▲ Open the door. Press down the safty ring on the connector simultaneously pull the teflon tube straight up.



▲ Take out the waste box.



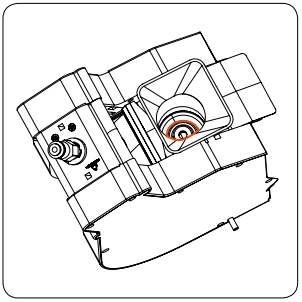
▲ Loosen the fixation screw in an anticlockwise direction at the top of the espresso group.

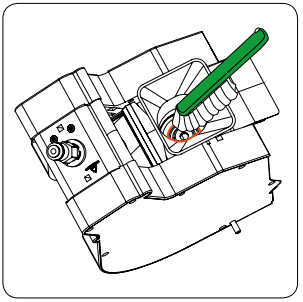


◀ Put your hand according to the picture, push up and forward at the same time until the espresso group is detached at the back. then pull it straight out.

Cleaning the espresso group

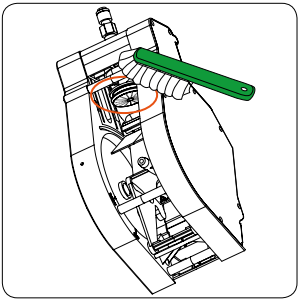
- First, remove the espresso group from the machine as explained earlier in this manual. Then proceed to clean it with neutral detergents (avoid solvents that could damage paint or plastics). Disinfectant products as chlorine-detergents are preferred.
- The producer declines all responsibilities due to the use of caustic/aggressive detergents.



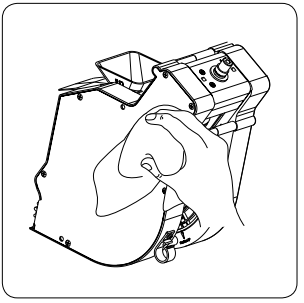


IMPORTANT!

Turn the group upside down to clean the upper filter of the espresso chamber. (See fig. A)

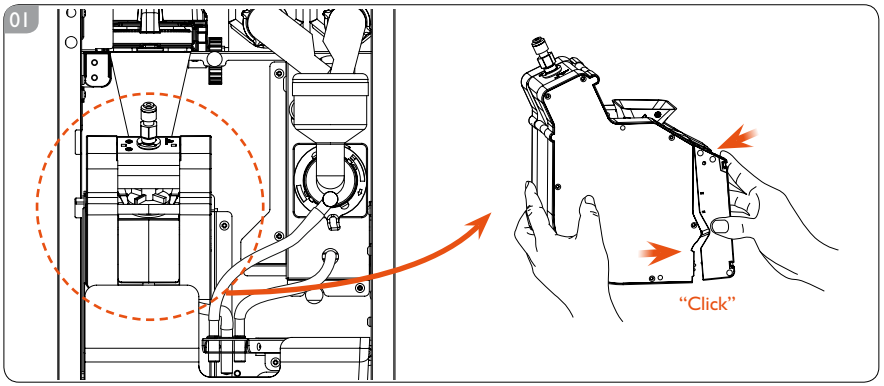


Note	Whenever the quality or speed of the outgoing espresso changes, clean the upper filter thoroughly. It will be very likely partially clogged with tiny coffee particles. Cleaning this filter will solve the speed and quality issues.

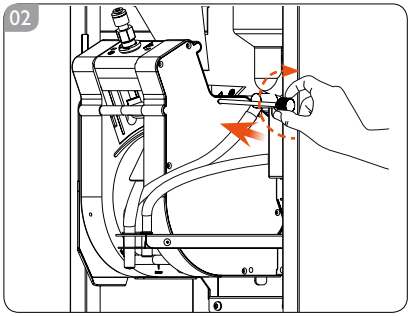


- After this, proceed to clean the remaining surfaces of the group.
- Dry up the espresso group using a soft rag. turn the espresso group upside down and shake it to force as much water out as possible. Make sure to pay extra attention when drying up the powder cone located above the brew chamber, as this is the one receiving the grinded coffee. If this cone is humid, it may cause the cone clog with coffee powder.
- Once all cleaning is completed and the espresso group heve been put back in place, we recommend to perform an auto-cleaning cycle.

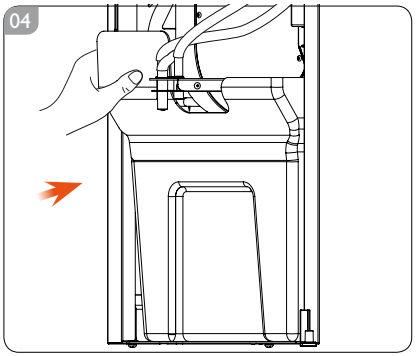
Reassemble the espresso group

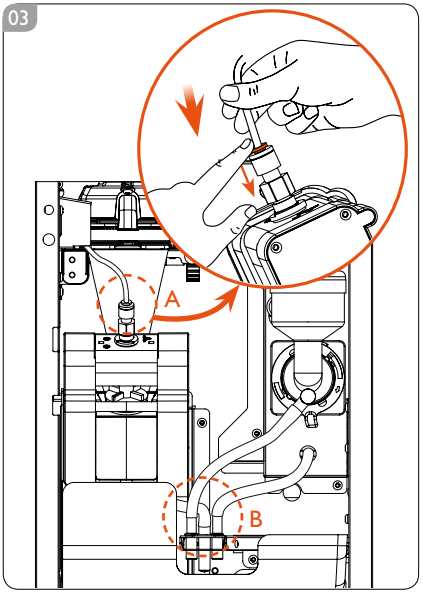


▲ Replace the espresso group in front of the gearbox. Attach top part at the back of the espresso group to the hooks on the gearbox. push in the bottom part untill a click is felt.



▲ Fasten the fixation screw.





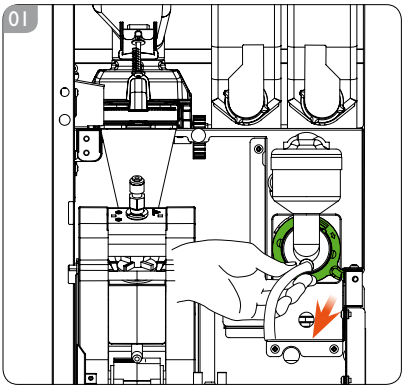
▲ Reconnect inlet and outlet tubes(A). keep the outlet tubes in the correct position(B).

◀ Put back the waste box.

Weekly ceaning

Disassemble mixing system

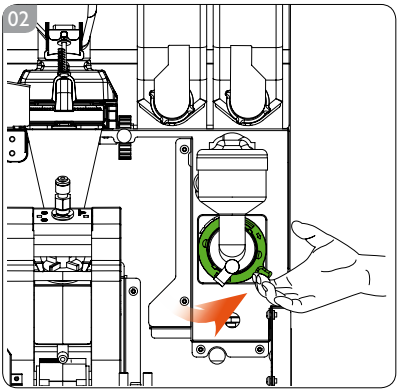
01



◀ Pull out the outlet hose.

▼ Turn the mounting plate lever anticlockwise.

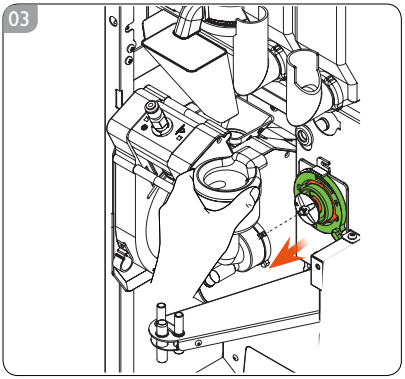
02



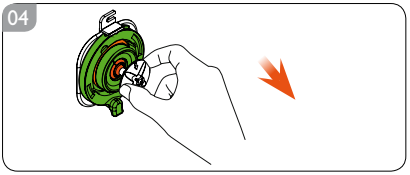
◀ Loosen the mixing bowl by pulling it straight out.

▼ Loosen the whipper by pulling it straight out.

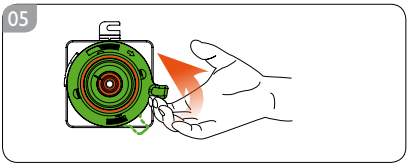
03



04

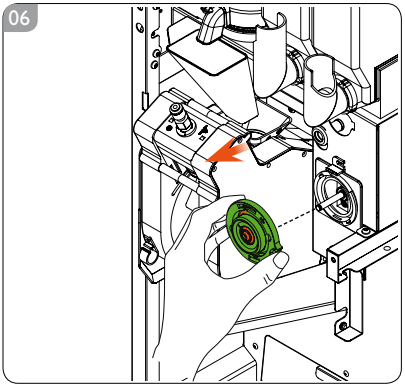


05



▲ Loosen the mounting plate. Turn the lever anticlockwise, until it stops.

06



▲ Pull the mounting plate straight out.

Reassemble mixing system
See the next page

Weekly cleaning

Wash these parts

Mixing Bowl

Condensation Trap

Mounting Plate

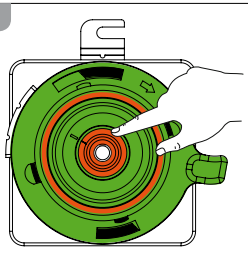
Whipper

Clean with a moist cloth and wipe dry.

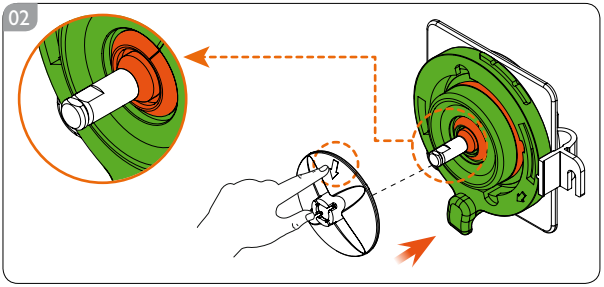
★ **All parts must be dry before reassembly.**

Reassemble mixing system

01

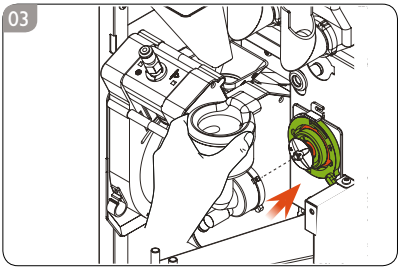


02



▲ Check all seals(red) before reassembly of parts.

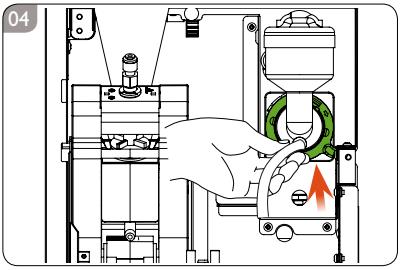
03



▲ The flat side of the whipper shaft must correspond with the marked arrow on the whipper.

To fit the whipper push onto the shaft until a click sound can be heard. It is only possible to assemble the whipper in one way.

04



◀ Fix the mixing bowl and condensation trap. Push-fit the mixing bowl and fix with lever.

◀ Connect the outlet hose.

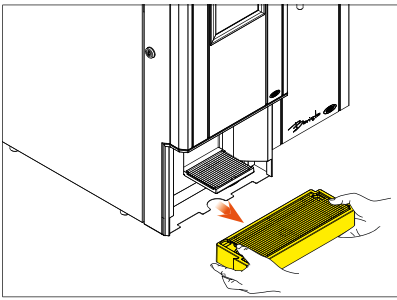
Note Ensure that all water hoses have been connected and fitted.

Empty drip trays

A

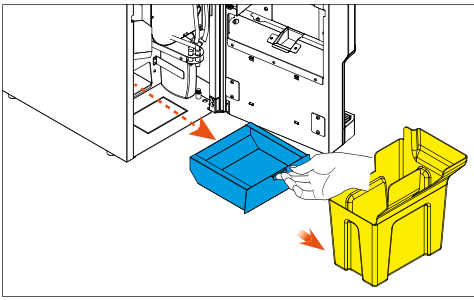
- If the madchine indicate Emty Drip Tray (A), there is two different trays that might need to be emptied. Check the trays shown below and empty the water.

Door



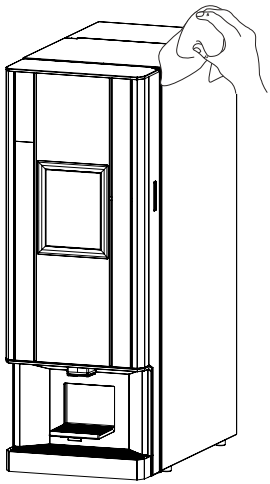
- Grab the drip tray with your hands and simply pull it straight out.

Overpressure Water



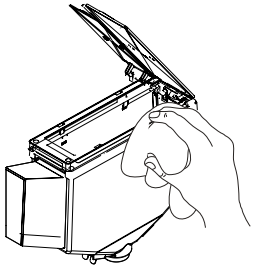
- Open the machine door, take out the waste bin. grab the tray handle with your finger and pull it straight out.

Exterior cleaning



Exterior cleaning when necessary

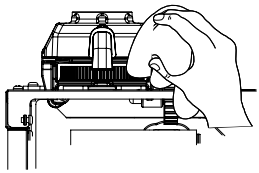
- To clean the exterior of the machine, use a soft cloth and liquid cleaning agent that is non-abrasive.
- If using machine equiped with touchscreen do not spray cleaning liquid directly on the display. Use only LCD screen cleaner designed for touchscreen cleaning.



Clean the bean hopper

- Close the bean stop.
- Lift the bean hopper up to remove it. Use a soft cloth and liquid cleaning agent that is non-abrasive.

Note	Ensure that the bean hopper is completely dry before refitting.



Clean the grinder

- Cleaning of grinder shall be performed once per month in conjunction with technical maintenance.

Message on display	Indication
Energy Saving Mode	The machine is in energy saving mode.
Not Available	Drink can not be selected as jug.
Heating Water Please Wait...	Low temperature in the water tank, the machine is heating up (blocked).
Low Water Level Press Enter Key	Low water level in water tank. Press enter key to start filling up the water tank.
Filling Water Please Wait...	The machine is filling water.
Warning Low Temperature	Temperature is low, It is still possible to dispense drink.
Low temperature Blocked	Temperature is low, the machine is blocked.
Empty Drip Tray	The drip tray or espresso waste is full of water.
Low Water Level Blocked	The water level in the water tank is low, it is not possible to dispense drink.
Check Water Supply	The water has not reached the correct level in the water tank, check the water inlet hose, restart the machine.
Empty Waste Box	The waste box is full, open the door and empty out the grounds. When closing the door, press E to reset the counter. Selectable in main program.
Change Espresso group Filter	The brewing filter is clogged. The filter needs replacing or to be cleaned.
Bev. Disabled	The drink has been disabled.
Door Open	The door is open.
Change Water Filter	The water filter needs replacing, press the button E to reset the counter.

Activate programming with the user card

- Insert user card in the card reader (A)
- The display will look like this for membrane switch:

Service Menu
Clean Machine Press to go forward

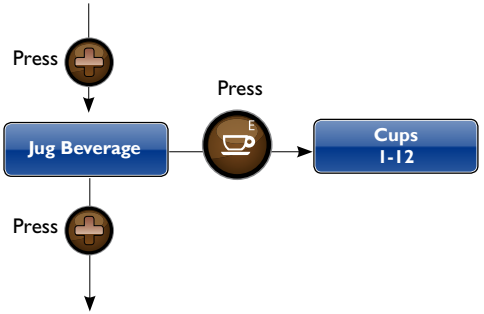
Service Menu
Counters Press to go forward

- The display will look like this for touchscreen:

Jug beverage

How to dispense a jug of a drink.

Service Menu
Jug Beverage



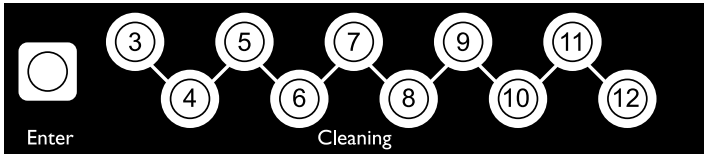
- Select the number of cups to be brewed in the jug. Press the desired drink to start the brewing.
- If no selection is made, remove user card to return to the default setting.
- To stop, Press the STOP button.

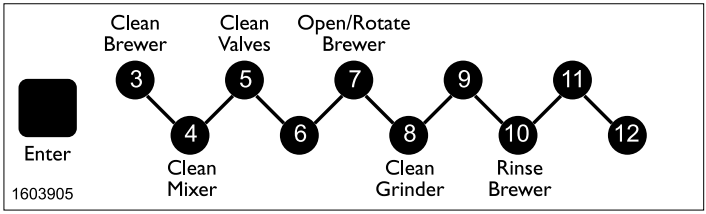
Clean machine

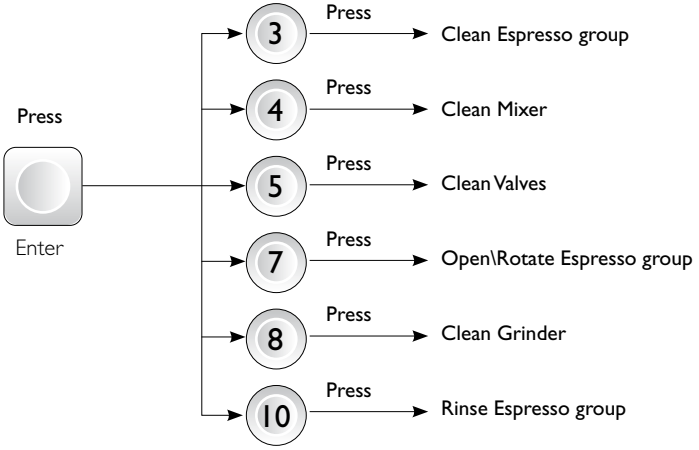
Open the door. Press ENTER on the cleaning panel inside the door. Choose button X for each cleaning.

Cleaning hot key

See the pages for cleaning programs in order to perform cleaning.



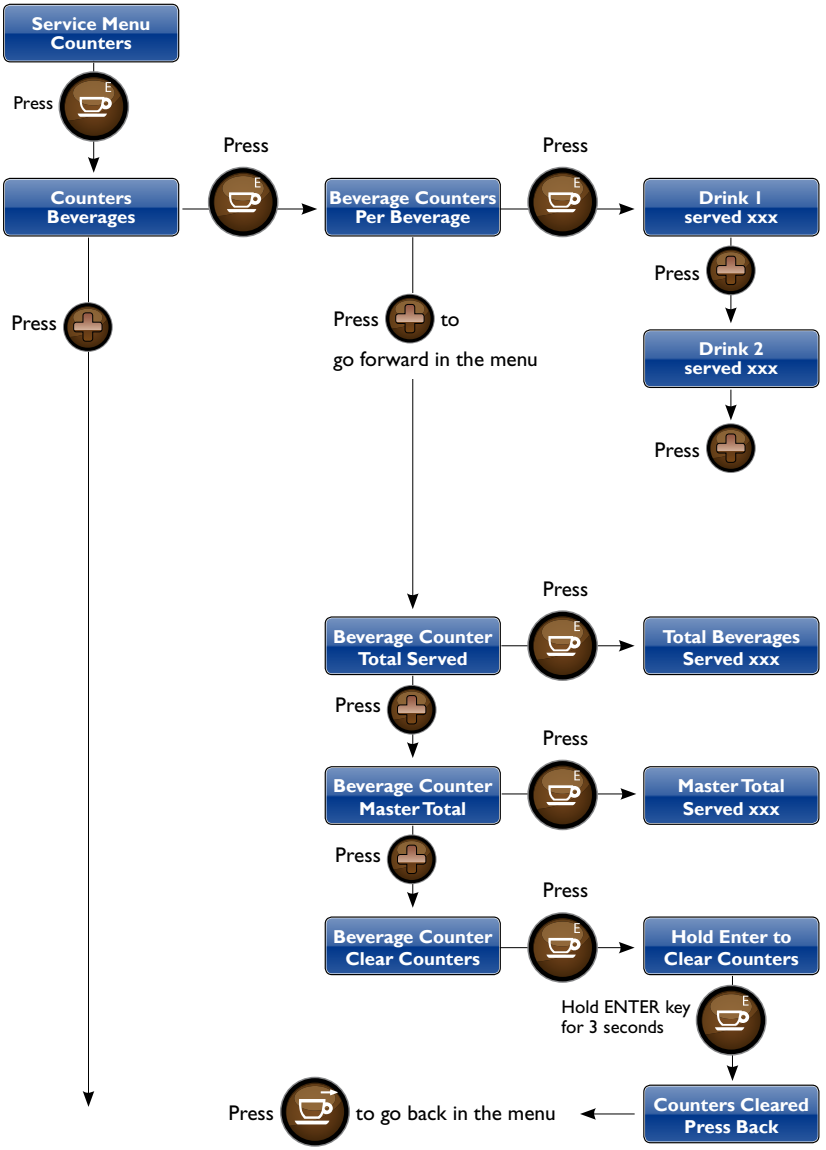




Counters

See the counter of each drink or total counters for all drinks. It's also possible to reset the drink counters.

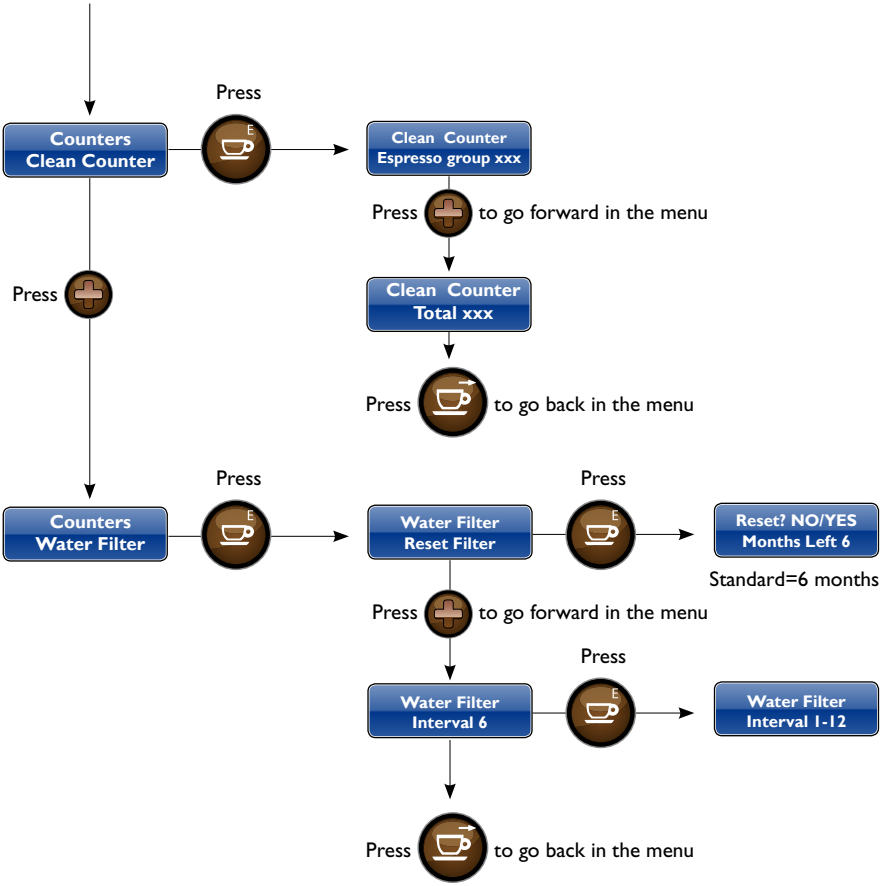
Service Menu Counters



Counters

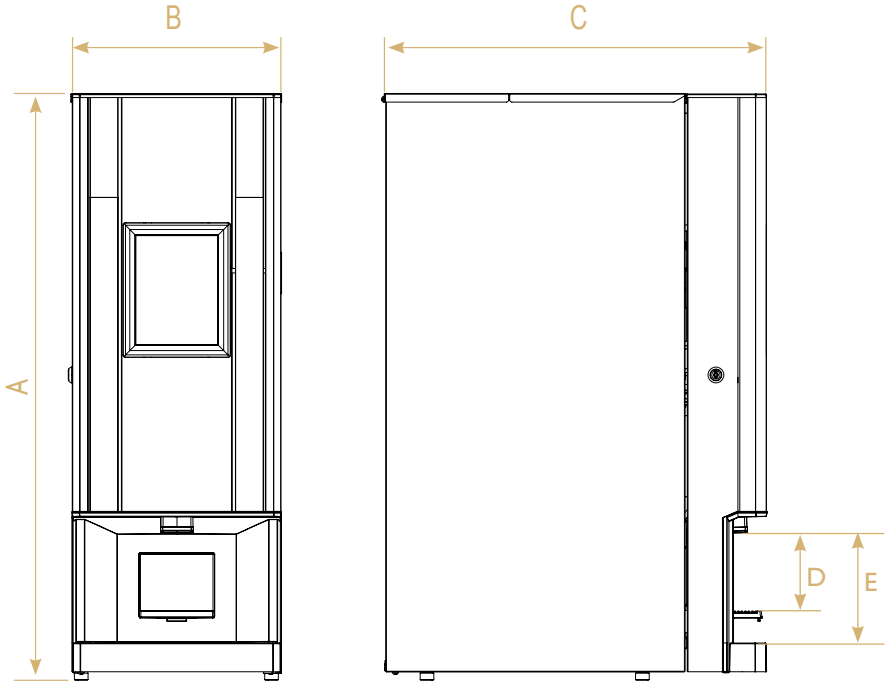
See the number of times cleaning has been performed or reset the clean counter.

Service Menu
Counters



Dimensions

CQube SE12



Model	A	B	C	D	E
CQube SE12	818mm	290mm	532mm	110mm	155mm

For the warranty to be valid the conditions for maintenance must have been followed according to our instructions, proper precaution has been made and warranty claim been issued without delay.

The affected equipment may not be used during awaiting service if there is any risk that the damage or defect would worsen.

The warranty will not cover consumption supplies such as glassware, normal maintenance such as cleaning of filters, contaminations in water, lime, incorrect voltages, pressure or adjustment of water amounts.

The warranty will not cover damages of defects caused by incorrect handling and operation of the appliance.

FOR SERVICE
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